

## Tab 3: Factor 3 – Performance Work Statement

Any supply or service acquired under this contract is subject to the Amazon Business Accounts Terms and Conditions (available at: [https://www.amazon.com/business/register/terms-and-conditions?ref=ab\\_reg\\_notag\\_ul\\_tcn\\_ab\\_req](https://www.amazon.com/business/register/terms-and-conditions?ref=ab_reg_notag_ul_tcn_ab_req)).

### 3.1 Supply Chain Risk Management

#### Focus Area: Supply chain risk management

*SOO 4.B (ii) Supply Chain Risk Management and 3<sup>rd</sup> Party Supplier Management: Please describe your commercial practices for managing all 3<sup>rd</sup> party suppliers that operate and sell products on your marketplace. The platform provider is responsible for all supplier vetting, onboarding and order fulfillment.*

#### 3.1.1 Supply Chain Risk Management

Amazon's seller registration and onboarding process is conducted through Seller Central (<https://sellercentral.amazon.com/>). To sell in the Amazon store, sellers create a selling account by providing tax identification, a business name, a bank account, and a credit card. Seller Central also serves as the primary tool for the seller to manage their business. Current fees for the seller including Referral, Fulfillment, Storage, and Seller Subscription fees are published and updated on Seller Central. An overview of the registration process is available publicly at: <https://services.amazon.com/selling/getting-started.html>. Once the account registration is complete, the seller can access Seller Central to manage their items and orders. They can also configure their seller account to accept tax exemptions.

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(b) (4) [redacted] it is designed to identify high-risk sellers and items in order to remove "bad actors" from selling in our stores. Amazon also has various policies, including our Supply Chain Standards and [Supplier Code of Conduct](#), both publicly located on our [Sustainability website](#), that apply to items sold on Amazon. Sellers can manage their own inventory or have Amazon manage it by utilizing our Fulfillment by Amazon (FBA) service. FBA is particularly useful for small businesses to reduce their operational overhead while leveraging Amazon's world-class delivery network. Sellers can also access Amazon's pre-negotiated shipping rates through our Merchant Fulfillment Network (MFN). Sellers may use a combination of Amazon- and self-managed inventory management methods. Amazon will apply these same commercial standard processes and tools during the performance of the e-commerce pilot.

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Fraud Prevention teams scan our existing product listings and new product updates to identify products that are a possible cause for concern (b) (4) [redacted]

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When Amazon finds something concerning, we may remove that listing or review, ask for more information, or conduct further investigation.

Tools Amazon Business offers our sellers and brands to help protect their intellectual property and protect buyers include:

- **Brand Registry**: This free service powers proactive brand protection on Amazon and currently is available to rights owners, including small and medium-sized businesses. Through Brand Registry, brands gain access to powerful tools including automated brand protections that use machine learning to detect potentially infringing listings and proactively protect brands' intellectual property.
- **Transparency**: This product serialization service currently provides unique codes that participating brands place on every unit of an enrolled product they manufacture. Amazon then scans these codes before a product is shipped, ensuring only authentic products are received by buyers.
- **Project Zero**: This new program launched in 2019 empowers brands to partner with Amazon, with the goal to drive counterfeits to zero. It combines the breadth and power of Amazon's technology-driven automated protections, product unit serialization, and self-service tools that gives rights owners the control to directly remove suspected counterfeits from Amazon's stores.

Amazon provides a number of methods for regulatory agencies, industry organizations, brands, buyers, and our customer service teams to report safety and product issues. These reporting methods include contacts with customer service, reporting online through Amazon Business, and direct contact with sales and services teams. When we receive these reports, we investigate promptly. When a government buyer reports a concern with a product, a customer service associate can instantly trigger an investigation. Amazon is also able to trace and directly notify buyers who purchased a particular product online and alert them in certain cases, including product recalls. Amazon also regularly works with agencies, including the Food and Drug Administration and Consumer Product Safety Commission, and are active in industry working groups and committees.

Amazon regularly checks for any sellers that appear on the Office of Inspector General's and SAM.gov's debarment lists. When Amazon identifies a third-party seller that appears on these debarment lists the third-party seller's offers will be identified as either blocked or restricted on product detail pages where that third-party is the seller. This identification will only occur if the account has this feature enabled.

When an account administrator chooses to identify third-party sellers as blocked, buyers may not purchase products from those third-party sellers. If the administrator chooses to identify third-party sellers as restricted, buyers may still purchase products from those third-party sellers. A storefront or business name provided by the third party sellers is compared against the applicable debarment lists, which may include the storefront or business names. This feature doesn't include information about parties related to third-party sellers, such as owners, employees, affiliates or subsidiaries.

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### 3.1.2 3<sup>rd</sup> Party Supplier Management

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(b) (4) These employees are committed to helping our sellers succeed, including assisting them in setting up and managing their accounts, listing products for sale, and answering their questions. (b) (4)

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1. Create and manage products: Sellers create product listings by providing key information like item name, category, price, and available quantity of the product they want to sell. Sellers also choose whether to ship products directly to buyers, or have Amazon ship it on their behalf. If a selling partner decides to have Amazon Business ship products on its behalf, the selling partner will ship the products to Amazon's fulfillment centers, and Amazon will charge a fee to store those goods until an order is placed.
2. Set and adjust pricing: Sellers set and adjust their own prices. Amazon shows sellers the lowest price offered by Amazon and other sellers, so that sellers can price their products competitively. Only other seller prices are shared and other seller names are kept confidential.
3. Manage orders: Sellers can see all their own orders in Amazon's Seller Central portal. Sellers can also contact buyers via Seller Central if they need more information from the buyer.
4. Manage Payments: When a customer buys from a seller, Amazon remits the money to the selling partner, typically every 14 days. Sellers can view and download all payment reports in Seller Central.
5. Manage Returns: Buyers can initiate a return to sellers via the Amazon store. Sellers manage return and refund requests from buyers, and determine the circumstances in which they will accept a return and issue a refund.
6. Use Seller Coach: The Seller Coach tool notifies sellers of new products they might want to list, flags best-selling items, highlights top keywords so sellers can optimize their advertising, helps them identify when to re-stock inventory, and offers pricing recommendations, among others. The tool generates customized reports based on business

analytics and data, providing curated guidance for sellers based on the seller's past activities and customer demand.

## 3.2 Mandatory Sources and Small Business

### **Focus Area: Mandatory Sources**

SOO 4.B (iii) Small Business Identification: The contractor(s) shall outline their capabilities related to identifying the various U.S. Small Business Administration defined socioeconomic groups, to include whether products can be filtered on certain designations.

SOO 4.B (iv) AbilityOne and 'Essentially the Same' Items: Please describe your capabilities to appropriately mark AbilityOne items and to promote them to GPC holders.

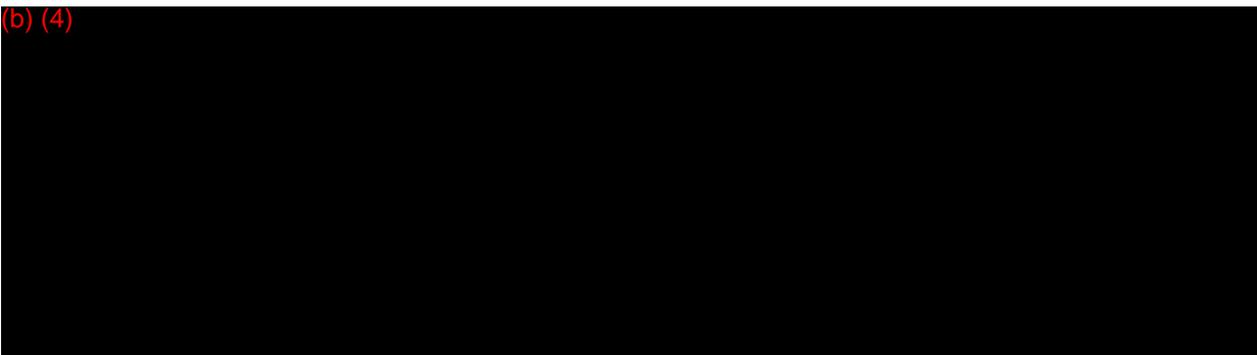
### 3.2.1 Small Business Identification

Amazon Business' Seller Certification Program allows sellers, including small and disadvantaged businesses, to claim and display nationally and state-recognized diversity and ownership certifications including Small Business, Minority Owned Business, SBA-Certified HUB Zone Firm, SBA-Certified 8(a) Firm, Veteran-Owned Small Business, and Service Disabled Veteran-Owned Small Business. Amazon Business offers several tools to help buyers find and purchase from certified sellers:

- 1) Search refinement: Buyers can use filters to refine search results to items with offers from certified sellers.
- 2) Product detail page: Buyers can see labeling within the product detail pages to see which offers are from certified sellers, and can to navigate to the seller profile to view certifications.
- 3) Guided Buying: Guided Buying allows an account administrator to set diversity certifications buying policies to prefer certain certification types, which helps buyers easily find and purchase from certified sellers, as well as track and report on spend with these sellers.

### 3.2.2 AbilityOne and 'Essentially the Same' Items

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## 3.3 Cybersecurity

### **Focus Area: Cybersecurity**

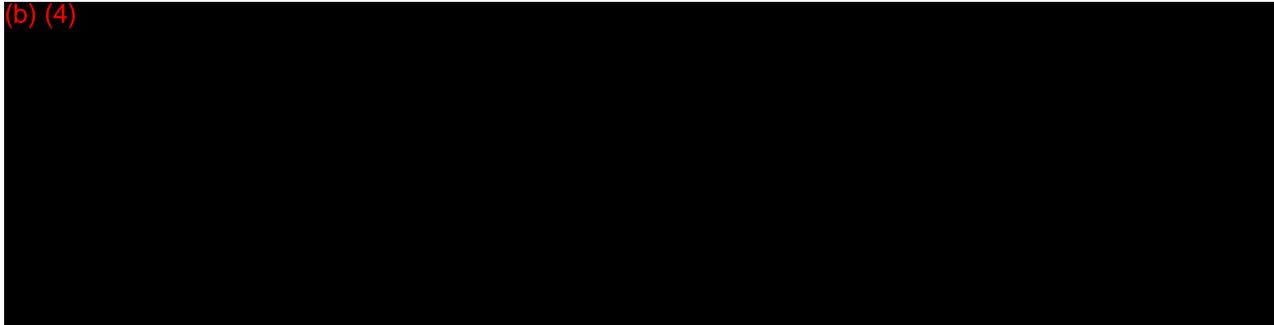
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*SOO 4.B (vi) Cybersecurity Capabilities: Commercial e-marketplace platforms contemplated under this Statement of Objectives shall be compliant with the Payment Card Industry Data Security Standard (PCI DSS) 3.2 (or latest version).*

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### 3.3.1 Cybersecurity Capabilities

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## 3.4 Data Capabilities

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### **Focus Area: Data Capabilities**

*SOO 4.C. (i) Spend Data and Analytics: The contractor(s) shall describe their ability to provide Government buyers with spend data and historic spend information, to help drive buying decisions for that user.*

*SOO 4.C. (ii) Data Extracts: The contractor(s) shall provide their approach to sending GSA the following data on a monthly basis.*

*SOO 4.C. (iii) Data Analytics: E-marketplace platform providers shall provide data analytics and dashboard capabilities similar in nature to those offered to other B2B buyers.*

*SOO 4.C. (v) Data Security and Protections - Restrictions on Contractor's Use of Data: Performance of this contract may require the Contractor to access and use data and information proprietary to a Government agency or Government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government and/or others*

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### 3.4.1 Spend Data and Analytics

Agencies can use Amazon Business Analytics to view spend data and create customized report views based on specific needs. Data can be filtered by categories, sellers, groups, buyers, and more, with additional filters and columns as needed to pull more specific information.

Customized reports can be titled and saved as templates for future access. Reports can also be downloaded in CSV format and scheduled for automatic tracking. The Get Order Documents feature allows you to download invoices and printable order summary documents related to selected orders.

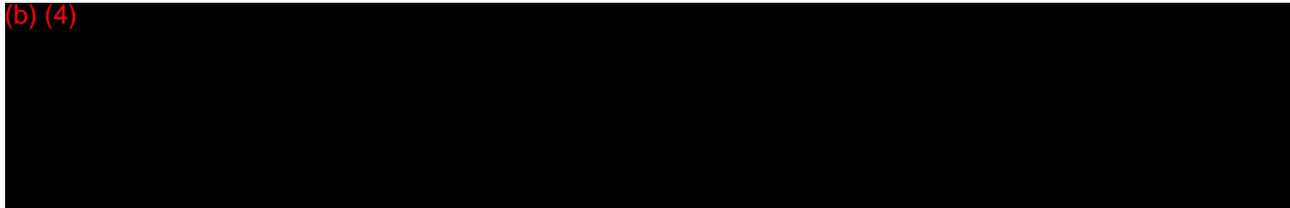
Agencies can start with one of the below curated reports and then customize it to fit their specific needs with over 60 customizable fields:

- Orders report - Detailed shipping, product, and seller info on orders.
- Reconciliation report - Compares order and payment history in your records.
- Returns report - Monitors what items are being returned and the reasons why.
- Refunds report - Tracks the payment, product, and status of a refund.
- Related offers report - Shows what other offers were available at the time of an order for competitive review requirements.

Administrators can also use Amazon Business Analytics to generate reports on Guided Buying preferred purchases or purchases in restricted categories to monitor compliance with policies.

### 3.4.2 Data Extracts

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### 3.4.3 Data Analytics

Agency buyers with Spend Visibility roles will be able to use the Spend Visibility feature to perform advanced analysis and create data visualizations and dashboards to gain deep insights on their agency's spend and purchasing patterns. 

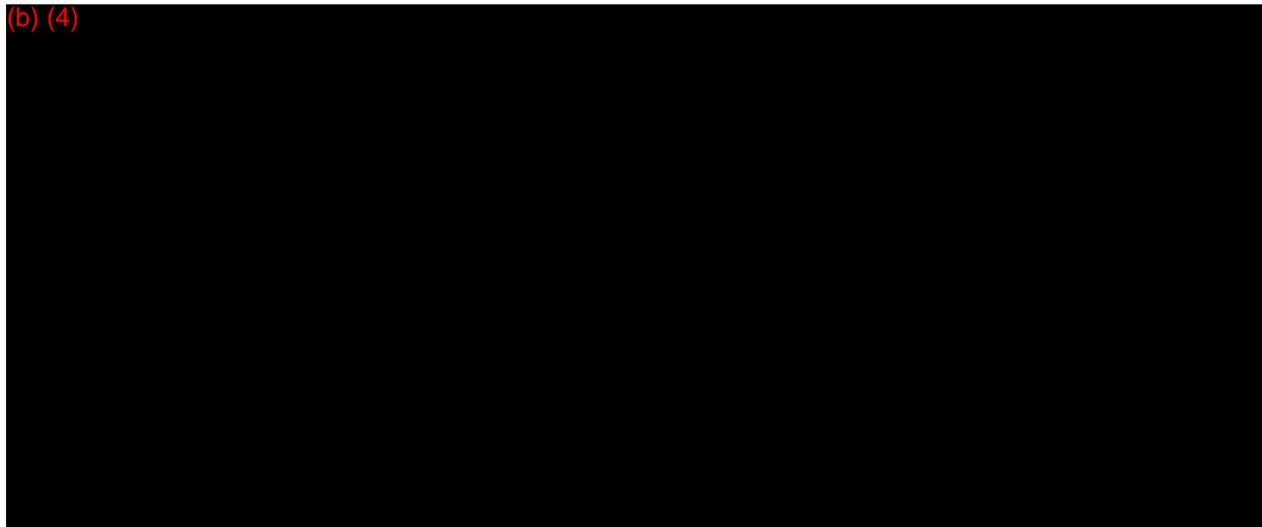


### 3.4.4 Data Security and Protections – Restrictions on Contractor's Use of Data

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## 3.5 Fee Remittance

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### *Focus Area: Fee Remittance*

*SOO 4.D. (iv) Fee Remittance: The contractor(s) shall describe their ability to provide Government buyers with spend data and historic spend information, to help drive buying decisions for that user.*

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### 3.5.1 Fee Remittance

Amazon will provide a quarterly administrative fee of .75% for purchases made by GSA. In calculating the administrative fee, the dollar amount of purchases made by GSA will be reduced by all applicable discounts, rebates, and other credits. Amazon will also subtract from the calculation of the administrative fee: (1) the dollar amount of any goods that are returned for a full or partial refund; (2) shipping and handling charges; (3) giftwrapping fees; (4) service charges; (5) credit card processing fees; (6) bad debt (reconciled no later than 180 days from the date on which an Amazon Business customer is invoiced); and (6) applicable taxes. To the extent returns or refunds cross payment periods, Amazon will make adjustments to the administrative fees accordingly. Amazon Business will submit total sales from the pilot to the FAS tool on a monthly basis. Amazon will remit the funds within 30 days of invoice to GSA.

## 3.6 User Experience

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### *SOO 4.A. User Experience*

#### *SOO 4.A. (i) E-marketplace Platforms*

#### *SOO 4.A. (ii) Account Management*

#### *SOO 4.A. (iii) Government Purchase Cards*

#### *SOO 4.A. (v) Product Categories*

#### *SOO 4.A. (viii) Product Availability*

#### *SOO 4.A. (ix) Price Comparison*

#### *SOO 4.A. (x) Customer Service*

#### *SOO 4.A. (xi) Order Management*

#### *SOO 4.A. (xii) Returns, Refunds, and Exchanges*

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### 3.6.1 User Experience

Amazon Business gives business buyers the selection, convenience, and value buyers experience on Amazon.com, with features and unique benefits designed for organizations of all sizes.

### 3.6.1 E-marketplace Platforms

In addition to items sold and fulfilled by Amazon, Amazon Business offers access to hundreds of thousands of business sellers and provides sellers with a way to reach millions of business buyers around the world. The Amazon Business Seller program is a service that provides sellers with the tools they need to grow their B2B sales. Sellers can choose from a range of fulfillment and shipping options, including Merchant Fulfillment, Fulfillment by Amazon, and Seller Fulfilled Prime. Sellers have a great deal of control over how their products and company are listed on

Amazon Business, and can set pricing and shipping as they see fit, including offering business-only pricing and quantity discounts.

### **3.6.1 Account Management**

Amazon Business allows agencies to set up a central, multi-user account, providing control and visibility over agency spend. Groups can be configured within the business account to organize people and purchase settings based on the agency's needs. Different roles and permissions can be assigned to buyers, and buyers can have multiple roles. Administrators assign permissions as part of the user invitation process or from business settings. Agencies can have administrators who manages all groups, or create administrators for each group.

Account Authority enables agencies to establish ownership of an official business account by associating their email domain(s) and setting up administrative policies to gain increased control and visibility, reduce rogue spend, and enforce best practices over their procurement process on Amazon Business. These policies include gating new business account creation, consolidating business accounts, and simplifying user onboarding.

Once Account Authority is enabled, official account administrators can use Automatic User Creation to create new user accounts under the official account for buyers who are new to Amazon. Once these accounts are created, these buyers receive a welcome email with a link to set their password. Invited buyers with existing consumer accounts will be prompted to either convert their existing consumer account into a business user account or create a new business user account under the official business account. Invited buyers with existing single user business accounts will be invited to consolidate into the official account. Invited administrator buyers of existing multi-user business accounts will be invited to consolidate under the official business account with approval from the official account administrator.

Account administrators can designate and customize approval workflows and set purchasing thresholds. If an order is placed that exceeds a set spending limit or that contains a restricted item, an e-mail is sent to the approver with an option to approve or reject the order. Administrators can also configure multiple approvers for a given group and multi-level workflows to fit agency approval structures. Buyers have the ability to provide comments and instructions for approvers. Agencies can utilize approval workflows for additional purchasing oversight to validate buyer compliance with policy, performance, and efficiency standards, if necessary. With approval delegations, approvers and business account administrators can temporarily delegate the approval authority to another employee, for example if the approver is out of the office.

### **3.6.2 Government Purchase Cards**

Government Purchase Cards (GPCs) are an accepted method of payment on Amazon Business. The GPC can be setup as the payment method during the account setup process.

### **3.6.3 Search and Filtering**

Buyers can efficiently locate needed products by searching in the Amazon store for product names or related key words. Buyers can refine search results based on designations such as brand or seller diversity and ownership certifications, as well as see those designations at the product level. Guided Buying allows the business account administrator to create buying policies regarding purchasing preferred products, purchasing from preferred sellers, purchasing from businesses based on their designation as a small business or diversity-owned business, and restricting or blocking purchases from certain product categories, purchases from debarred sellers, and purchases of taxable products. Messages for these policies will appear in store search results, the product's detail page, the shopping cart, and the order information page.

### **3.6.4 Product Categories**

The full range of commercially available products on Amazon Business will be available to buyers, but individual agencies can use Guided Buying to restrict or block certain categories. To enhance the effectiveness of Guided Buying, agencies can require approvals for orders containing products in agency-restricted product categories.

### **3.6.5 Product Descriptions and Metadata**

Content-rich product detail pages provide buyers with thorough product descriptions, pictures, and other available product attributes, which vary depending on the type of product.

### **3.6.6 Ratings and Reviews**

Customer ratings and reviews for a product are displayed on the product detail page. A third-party seller's average rating will appear alongside their name and the seller's feedback from customers appears on their seller profile page.

### **3.6.7 Product Availability**

The availability estimate on each product detail page indicates how long it will take to ship the item or whether an item is temporarily out of stock or unavailable. Orders for multiple units of a single item could ship from different locations in separate shipments because we, and sellers using our fulfillment services, position inventory across our network of fulfillment centers. Orders or items that haven't shipped yet can be canceled from the Your Orders section of the account.

### **3.6.8 Price Comparison**

Product offerings from third-party sellers are presented alongside Amazon retail listings in store search results. Buyers also have the opportunity to review and compare other offers for an item once they navigate to the item through the offer listing page. In the offer listing page, buyers can view shipping speed, price, seller ratings, and seller certifications to select the offer that represents the best overall value.

### 3.6.9 Customer Service

Amazon Business Customer Service is available 24 hours a day, seven days a week via phone, e-mail or chat. If items from a third-party seller aren't fulfilled by Amazon, the order is fulfilled directly by the seller who will also handle their own customer service, which currently excludes Amazon Prime items. Returns for seller items are initiated through the Amazon Business website. If a buyer encounters a problem with these orders, they are covered by the Amazon A-to-z Guarantee. This means Amazon guarantees both the timely delivery and condition of items. If either are unsatisfactory, the buyer can report the problem to Amazon customer service, who will determine if the purchase is eligible for a refund.

### 3.6.10 Order Management

Order confirmation emails are sent to the email address associated with the business user account. Currently, the order confirmation email also provides the recipient name, shipping address, total order cost, estimated or guaranteed delivery date, link to view order status, and Business Customer Service contact information. Buyers can also navigate to the Your Orders section of the account to see status and details for all orders.

### 3.6.11 Returns, Refunds and Exchanges

Returns can be initiated through the Your Orders page. When buyers return an item, they may see different return options depending on the seller or product. Buyers can exchange or replace an item through Amazon's Online Returns Center if the exchange or replacement meets certain criteria. Dependent on the items returned and the reason for the return, shipping methods may vary, and could include mail and/or in-store return options. Most new, unopened items sold and fulfilled by Amazon can be returned within 30 days of delivery for a full refund. When an item is ordered from a seller that fulfills and ships its own inventory, the return is sent back to the seller instead of Amazon.

Most sellers offer a returns policy equivalent to Amazon's, however some seller return policies may vary. The return policy of the seller can be viewed in the Returns and Refunds Policy section of the seller profile page. To view the seller's return policy once an item has been ordered, select the order in the Online Returns Center.

## 3.7 Compliance and Platform Management

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*SOO 4.B. (i) Documentation of Competitive Review*

*SOO 4.B. (v) Environmentally-Friendly Products*

*SOO 4.B. (vii) Quality Assurance and Warranties*

*SOO 4.B. (viii) Order-level Requirements*

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### 3.7.1 Documentation of Competitive Review

The Related Offers Report feature enables buyers to document other offers that were available at the time of purchase for a particular item priced over a specific threshold. Related Offers Reports store the price and related information of the item purchased plus the most competitive offers available at the time of purchase. Administrators can set both the number of

offers recorded and the item threshold. Amazon Business can automatically record up to 5 offers on any product purchase that exceeds the threshold. The item threshold, defined by the agencies purchasing policy, is the price point at which Amazon Business will start recording related offers which can be set at any amount. Buyers can provide comments and instructions for approvers as part of approval workflow, if approval is required for a particular purchase.

### 3.7.2 Environmentally-Friendly Products

When available, Amazon Business allows sellers to denote environmentally-related certifications on the product detail page. The seller must list the environmental certification in the product details on Seller Central. Searching for environmentally friendly certifications or attributes will return product listings that meet this certification or attribute. For example, searching for “USDA BioPreferred Certified” will return items that are USDA certified to contain the amount of biobased material that is listed on the label.

### 3.7.3 Quality Assurance and Warranties

When available, Government buyers will be offered the same express warranty terms, including offers of extended warranties, as generally offered to Amazon Business’ other buyers. Amazon Business extends manufacturer warranties to buyers purchasing these items from the Amazon online store. Information regarding manufacturer product warranties can be found on an item’s Product Information page under “Warranty & Support”. When warranty information is not readily available, buyers can contact Amazon Business Customer Service and a representative can assist the buyer to help find the relevant warranty information.

### 3.7.4 Order-level Requirements

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## 3.8 Catalog Data Access and Analytics

*SOO 4.C. (iv) Catalog Data Access and Analytics: The contractor(s) shall provide real-time product catalog information to GSA to enable surveillance of prohibited items, mitigation of supply chain risks, and price monitoring.*

### 3.8.1 Catalog Data Access and Analytics

Personnel designated by GSA can be invited to create Amazon Business user accounts with administrator permissions, which will allow GSA to have a real-time view of Amazon’s product catalog through the normal Amazon Business buyer’s user experience.

## 3.9 Business-to-Business Pricing and Related Terms

*SOO 4.D. (i) Business-to-Business Pricing: E-marketplace platform product pricing shall reflect the e-marketplace platform provider’s B2B pricing and any related discounts.*

*SOO 4.D.(i) Business-to-Business Pricing: The contractor(s) shall detail how the platform may permit or display opportunities for discounts on pricing, such as, but not limited to, ensuring that tiered pricing and any applicable bulk discounts are clearly identified in the ordering process.*

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*SOO 4.D. (iii) Tax Exemption: Federal agencies shall not be charged a sales tax for purchases on the e-marketplace platforms.*

*SOO 4.D. (v) Other Business-to-Business Terms: The contractor shall provide GSA with all services associated with their B2B platform in accordance with their commercial practice.*

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### **3.9.1 Business-to-Business Pricing**

Business-only pricing and quantity discounts are automatically reflected in the item detail page where the buyer can elect to add items to the cart for purchase. Shipping costs and other fees are displayed in the check-out page. Multiple offers for items with shipping costs and taxes (if applicable) are also displayed on the offer listing page, allowing government buyers to make transparent price comparisons. Dynamic pricing enables buyers to take advantage of Amazon's wide selection and competitive pricing. Sellers have the ability to update their pricing through Seller Central.

### **3.9.2 Tiered Pricing / Bulk Discounts**

Amazon Business offers multiple preferred pricing options for buyers. Government buyers can send Requests for Quantity Discounts (RFQDs), a self-serve option where a buyer can request a discount for the quantity they need to purchase. Other business pricing options include coupons, promotional discounts, and subscribe and save, and Progressive Discounts. Subscribe and Save allows buyers to save on eligible items that are automatically ordered on a regular basis, e.g. monthly.

Progressive Discounts is a feature that permits agencies to receive volume discounts on eligible products based on the volume purchased over time. This feature shows discounts in an automated, transparent way without contracts or minimum order commitments, and applies to all buyers under the account. As an agency buys more of an item, buyers can unlock additional savings. The agency will be able to maintain the discounts by purchasing the same or more of the item on a trailing twelve-month basis.

### **3.9.3 Tax Exemption**

The Amazon Tax Exemption Program (ATEP) supports tax exempt purchases for products sold by Amazon, its affiliates, and participating independent third-party sellers. ATEP enrollment will be completed as part of the account set-up process. ATEP is offered to sellers but they are not required to participate. As a result, an exemption may not apply to sales sold by non-participating sellers. An administrator of an account enrolled in the Amazon Tax Exemption Program (ATEP) can set a policy to block purchases of taxable items.

### **3.9.4 Other Business-to-Business Terms**

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Business Prime provides insights into an agency's spend with advanced analytics and dashboards, helps maintain control over rogue spend by enabling purchasing policies to guide employees to the right buying choices, and allows government buyers to receive deliveries when and where they prefer with unlimited

free fast business delivery on eligible items. The following sections will outline key benefits for agencies under Business Prime and our Public Sector account offerings.

#### **3.9.4.1 Guided Buying**

Guided Buying is a Business Prime feature that allows buyers to identify categories or sub-categories as restricted. Buyers can also set products and suppliers as preferred. This allows a government agency to have more control over how purchasers interact with Amazon Business. Guided Buying allows administrators and buyers to utilize:

- **Preferred Products:** Identify individual products as "preferred." This helps buyers know that a specific product is preferred by the agency.
- **Preferred Suppliers:** Identify certain suppliers as "preferred". Products offered by those suppliers will be badged in store search results, detail page and checkout.
- **Restricted Reporting:** Administrators can pull reports on any restricted purchases made. These reports are pulled via Amazon Business Analytics.
- **Approvals:** Approval workflows can be setup at the group level. Approval requirements can be set to be triggered by purchases of products in any restricted product category.
- **Custom Messaging:** Add custom messaging to the restricted message that is displayed for each restricted product category.
- **Guided Buying Diversity Credentials Policy:** Buyers can purchase from sellers with verified national diversity credentials for business purchases.

#### **3.9.4.2 Business Prime Delivery**

Features of Business Prime Delivery include:

- **Two-Day Shipping:** on Eligible items that arrive two business days after they ship and unlimited shipping with no order minimums. This benefit is available in areas across the continental U.S.
- **Expedited Shipping, Same-Day Expedited and Scheduled Delivery:** Eligible items that arrive Next-Day or Same-Day after they ship and unlimited shipping with no minimum amounts for purchase.
- **Same-Day/One-Day/Next-Day Shipping:** Orders placed in the morning, typically before noon, delivered that day by 9 PM; orders placed after noon arrive the next day. Currently available in over 8,000 cities with qualifying orders including commercial addresses.
- **Consolidated Shipping:** Agencies receive a fewer number of deliveries for eligible orders in 3-5 days during business hours at no additional cost.
- **Amazon Day Delivery:** Allows buyers to set a recurring day of the week for each address to receive all of their eligible orders placed in the previous week.
- **Discounted Expedited Delivery:** Discounts available on expedited shipping options such as One-Day Shipping, on millions of items.

### **3.9.4.3 Procurement Benefits for Government**

- **Guided Buying Category Blocking:** Provides account administrators the ability to set purchasing policies to block selected categories.
- **Spend Visibility powered by Amazon QuickSight (2 authors/5 readers per account):** Enables easy access to analysis and drill-downs on spend.
- **Premium Professional Services, Account Management, & Spend Evaluation:** Government agencies will work with assigned Amazon personnel in the areas of implementation, adoption, and spend evaluation services to successfully integrate with complex and legacy systems, implement change management processes, conduct onsite training, and master best practices to maximize Amazon Business and Business Prime benefits for your agency.

### **3.9.4.4 Prime Pricing and Deals**

- **Progressive Discounts:** Unlocks lower prices and saves money on eligible products based on the volume of purchases over time.
- **Prime Exclusives:** Exclusive pricing on unique products and deals.
- **Prime Day Deals:** Access to an entire selection of exclusive deals, pricing, and promotions on Prime Day.

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## Tab 4: Factor 3.1 – Organizational Conflict of Interest (OCI) Disclosure

### 4.1 Organizational Conflict of Interest (OCI) Disclosure

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